Texas State Data Center Service Delivery Guide

Attachment B: LBB Summary Statement of Work (SSOW) Guide

Overview

Large and complex systems require that detailed work requirements need to be written containing "what is to be done" in definitive and precise language and terminology. The purpose of the SSOW is to summarize the work requirements for projects and programs that have deliverables and/or services performed.

The SSOW covers the work requirements in conjunction with applicable schedules contained in the contractual agreement between the State Information Technology Agency and VENDOR.

Purpose

The objective of this document is to provide a summary of information and insight for managers and analysts to understand the description of work required.

General Description

The SSOW should specify in clear, understandable terms the work to be done in developing or producing the goods to be delivered or services to be performed by a contractor. A SSOW defines (either directly or by reference to other documents) all non-specification requirements for contractor effort.

Qualitative and quantitative design and performance requirements shall be contained in specifications or standards. Such specifications are typically referenced in the SSOW but the specific qualitative or quantitative technical requirements shall not be spelled out in the SSOW. For example; a SOW will task a contractor to establish, implement, and control specific programs, i.e., Disaster Recover Services, Application Support, Capacity Management, Help Desk, Configuration Management, etc.

Format

The documentation requirements for the SSOW will be as follows:

Section 1. Scope
Section 2. Applicable Documents
Section 3. Requirements
Section 4. Agency Full-Time Employee Plan

Section 5. Notes

Example

Section 1 - Scope *(not more than 2 pages)*

This document provides summary information by the Agency/Institution providing internal data center operations in addition to providing disaster recovery and help desk services. Additionally, this document provides costs and the number of full time employee's required to perform the duties illustrated below in Section 3.

Section 2 - Applicable Documents *(not more than 2 pages)*

Eight requirements are identified in the Agency/Institution internal proposal and are listed in Section 3. Additional documentation attached provides supplemental information for each schedule not included in the proposal.

Section 3 - Requirements *(not more than 10 pages)*

The specific work schedules are identified as required in Section 3. These schedules are developed to satisfy program/project needs, are work requirements the Agency/Institution will accomplish with current staff.

Based upon the proposal a summary and yearly cost of each schedule is as follows:

A. Applications Software – $325,000

This schedule lists the applications software that the Agency/Institution currently maintains and operates on its mainframe. The current FTE staff of 3 is sufficient to maintain operations and provide up-time performance metrics of 99.5%. Agency/Institution maintains upgrade licensing options for commercial-off-the-shelf applications and has experienced programmers available for program enhancement.

B. Operating Systems Software – $250,000

This schedule lists the operating systems software that Agency/Institution requires to perform the processing services. Agency/Institution has the operational, maintenance and development expertise and responsibilities for the software products in the attached documentation for Schedule B. Agency/Institution also maintains contractual upgrade agreements with vendors.

Example

C. Hardware – $510,000

This schedule lists the machines Agency/Institution owns, leases or rents and which Agency/Institution requires in order to provide the processing services defined in their internal Statement of Work provided to their executive leadership.

D. Support Services – $1,000,000

This schedule lists the support services and service levels.

E. Disaster Recovery Services -- $75,000

Agency/Institution maintains interagency contracts with Another Agency for Disaster Recovery Services. In the event of a disaster specific to either Agency/Institution or Another Agency, past testing of the recovery process provides availability within 18 hours to a level of performance to allow either agency to continue basic operations. A disaster plan is formulated and tested with Another Agency to ensure functions are coordinated and within operational capabilities.

F. Transition Plan (in the event a waiver is denied) – $10,000

This schedule provides a detailed listing of the roles and responsibilities during transition for Agency/Institution and VENDOR.

G. Costs - $15,000,000

Agency/Institution provides detail of monthly and fiscal year expenditures in detail in attached Total Operational Cost schedule. Total yearly costs are provided above.

H. Help Desk - $550,000

Agency/Institution lists the help desk responsibilities provided internally.

Example

Section 4 – Agency Full-Time Employee (FTE's) Plan *(not more than one page)*

Agency/Institution retains 23 FTE's to maintain all items documented in schedules in Section 3. Each FTE spends 100% of their time in these operations and are cross-trained in the event of absence.

In the event a waiver is denied, Agency/Institution shall reduce their FTE count by 8 over a 2-year time-period. In the event the Agency/Institution is relocated to VENDOR premises, the VENDOR has the option to retain Agency/Institution employees for a contracted period of time.

Section 5 - Notes *(not more than two pages)*

Agency/Institution will request a proposal from VENDOR in order to analyze costs, services and capabilities. Agency/Institution will provide this information to the required agency to review. Agency/Institution will request VENDOR provide a migration plan in the event a waiver is denied.

Example

Helpful Guidelines

A well-written SOW will allow more opportunity for potential offerers to compete for contracts and servers as the standard for determining if the vendor meets the stated performance requirements.

A well-written SOW shall: Specify requirements clearly to permit the acquirer and offerer(s) to estimate the probable cost and the offerer(s) to determine the levels of expertise, manpower, and other resources needed to accomplish the task.

1. States specific duties of the contractor in such a way that the contractor knows what is required and completes all tasks to the satisfaction of the contract.

2. Written so specifically that there is no question of whether the contractor is obligated to perform specific tasks.

3. References only the minimal specifications and standards pertinent to the task. Selectively invokes documents only to the extent required to satisfy the existing requirements.

4. Cites only the minimal applicable specification and standards, in whole or in part, and is tailored or scoped downward to limit costs.

5. Separates general information from direction so that background information and suggested procedures are clearly distinguishable from contractor responsibilities.

A sample Total Operational Costs spreadsheet is attached to assist Agency/Institution in preparing SSOW additional documentation.